

TRIPURA GAZETTE

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PART--I-- Orders and Notifications by the Government of Tripura,
The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA TOURISM DEPARTMENT

Swe mahal, Palace Compound, Agartala-799001, Tripura
Phone : 0381-2317878, E-mail : dir.tourism-tr@nic.in

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Dated : 13.09.2024

NOTIFICATION

For the interest of the public and for the development of tourism Industry in the state of Tripura, the Hon'ble Governor of Tripura is pleased to notify the "**Guidelines for Homestays in Tripura**" as enclosed.

Signed by
Prashant Badal Negi
Date: 13-09-2024 19:05:11
(Prashant Badal Negi IAS)
Jt. Secretary
Government of Tripura
Tourism Department

Copies to

GUIDELINES FOR HOME STAYS IN TRIPURA

1. INTRODUCTION:

Tourism is currently the largest and fastest growing industry in the world. The industry has emerged as one of the leading sectors that have enhanced the contribution to the economy of Tripura. The state has been witnessing a tremendous influx of international and domestic tourists that has added to foreign exchange earnings. Therefore, increased demand for accommodations coupled with need for elevated authentic experience has led to the concept of home stay gaining importance.

There is also an increasing trend of 'experiential tourism' in modern days. Travelers have the desire to know new things and experience local cultures, cuisine, traditions, etc. Today, many travelers are prepared to go to previously unknown places to get the unique experience. The 'Home stay' provides the tourist with an accommodation and authentic local experience and interaction with the local host community. It opens the possibilities to understand a new and untapped place. The visitor also gets to know the unique lifestyle of the village at much closer quarters.

Tourism Department, Government of Tripura has been making a sustained effort to promote the concept of Home stay by organizing different training programme and exposure trip with potentials home stay owners. Tripura Tourism has also introduced "Paryatan Sahayak Prakalp" to promote entrepreneurship in tourism sector by providing interest subsidy to eligible persons to enable them to take up activities in tourism sector. Under the scheme, any eligible applicant can apply for creation of Home Stay facilities.

The guidelines set out herein provide a clear procedure for registration/classification/ re-classification of the Home Stays, mandatory facilities required in a Home Stay, promotional activities available to the Home Stay Owners etc.

2. DEFINITION:

The term 'home stay' is defined as "a period during which a visitor lives in the house of a local family". The idea of the home stay program is to accommodate tourists with a local family, thus enabling the tourist to learn about local lifestyle, culture, nature etc. Home stay means any private house located in the rural /urban area where the house owner or his legal representative and their families are physically residing and has earmarked some rooms exclusively for the use of tourists having certain basic minimum services rendered and eligibility

criteria as prescribed in this guideline: The essence of the home stay experience is one in which the tourist experiences the personal local family touch.

The owner or his legal representative intending to run a home stay shall have to meet and fulfill the eligibility criteria as set forth in these guidelines and shall get their unit registered with the Tourism Department and shall follow all the rules and regulation framed in the guidelines. The home stay units will also be classified into 3 categories Class-A (Gold House), Class-B (Silver House), Class-C (Bronze House) and any owner of a private house or his legal representative having the requisite documents to show ownership of land or house located in a rural area or urban area of the state and who fulfills the eligibility condition can apply for registration of home stay under Tripura Home Stay Establishment Rules, 2024.

3. ELIGIBILITY:

Eligible applicants are required to fulfill the following conditions to submit applications for the purpose of registration of Home stays:

- a) The promoter of the Home stay unit should be the owner or the legal representative of the owner of the property where the Home stay is functioning/ proposed to function.
- b) The owner, his legal representative or promoter of the Home stay unit should be physically residing either in the same Home stay unit or within the close proximity of about a few hundred meters of the home stay.
- c) Individuals or their legal representative who own or possess a house of good quality located within the State and can make available, a minimum of 1 (one) room and maximum of 5 (five) rooms with modern toilet facilities exclusively for tourist accommodation, and who agree to provide basic minimum infrastructure standards and assured quality of service.
- d) Any home stay having more than 5 (five) rooms will be categorized as village lodge.
- e) A Police Clearance certificate to be obtained from the Local Police Station.
- f) At least one of the members residing in the home stay units should be able to communicate in English or Hindi.
- g) Each of the rooms in the home stay should be suitable sized for single or double accommodation, as the case may be.
- h) The bathrooms should be sufficiently spaced and with adequate ventilation system like exhaust fans and modern fixtures, etc.
- i) There should be an easy access from the road by a footpath/track to the home stay and should be in good condition.

4. APPLICATION FOR REGISTRATION OF HOME STAY UNITS

- a) Any owner of a private house or his legal representative having the requisite documents to show ownership or possession of land or house located in a

rural area or urban area of the state and who fulfill the above eligibility condition can apply in a prescribed Performa at **Annexure-I** to the Director, Tourism Department, Government of Tripura, Swetmahal, Agartala

- b) The Tourism Department before registering such home stay establishment shall ensure the physical verification of location, facilities, surrounding, environment, hygiene, cleanliness, security, architectural design and safety of tourists.
- c) The registration fee should be paid by the applicant to the Director, Tourism Department, Government of Tripura after approval of the application.

5. **CODE OF CONDUCT AND RESPONSIBILITY OF THE HOUSE OWNER**

- a) Every Home stay establishment owner or their legal representatives shall have their unit registered with the Department.
- b) Every Home stay shall follow guidelines framed, maintain the basic infrastructure and quality standards and adhere to the code of conducts. A copy of this will be provided and explained to him/ her at the time of registration/ inspection.
- c) Home Stay owner or his legal representative shall submit an undertaking in a prescribed format in **Annexure-II** for fulfilling the terms and conditions of running a home stay establishment and willingness to undergo any training programme conducted by the department or service provider.

6. **CLASSIFICATION OF HOME STAY:**

Based on the facilities and quality of the accommodation provided home stay units will be classified into 3 categories by bringing out clear guidelines on the requirements.

Sl	CLASSES OF HOME STAY	REGISTRATION FEES
1	Class-A (Gold House)	Rs. 4,000
2	Class-B (Silver House)	Rs. 3,000
3	Class-C (Bronze House)	Rs. 2,000

7. Classification will be valid for 3 years from the date of issue of order or in case of re-classification, from the date of expiry of the last classification, provided that the application has been received at least 3 months before the expiry of the last classification.

Sl	CLASSES OF CLASSIFICATION	RE-CLASSIFICATION FEES
1	Class-A (Gold House)	Rs. 2,000
2	Class-B (Silver House)	Rs. 1,000
3	Class-C (Bronze House)	Rs. 1,000

In case of dissatisfaction with the decision on the classification, the unit may appeal to the Director, Tourism Department, Government of Tripura within 30 days of receiving the communication regarding classification / reclassification. If the applicant is still not satisfied with the decision of the Director, Tourism Department, Government of Tripura appeal may be made to the Secretary, Tourism, Government of Tripura and the decision of the Revisional Authority shall be final and binding. Checklist for classification of home stays is placed at **Annexure-IV**

8. **DOCUMENTS TO BE SUBMITTED ALONG WITH THE APPLICATION**

- a) Prescribed application form duly filled in.
- b) Proof of ownership (Affidavit in case of co-sharer of house/land or legal representative of the owner).
- c) Location plan showing access to the building from the major roads.
- d) The photographs of the building, including interiors, showing types of facilities available, bathroom, living room, bedroom, parking etc.
- e) Police clearance certificate from Local Police Station.
- f) Check list details as per **Annexure IV** (enclose a copy of the checklist duly certified that the facilities are available in the Home Stay Unit).
- g) If approved earlier, a copy of the previous Certificate of Registration issued by the Tourism Department (for renewal and duplicate application)
- h) Application and registration fees.

9. **REGISTRATION/CLASSIFICATION/RECLASSIFICATION PROCEDURE**

- a) Home stay units shall be registered and classified as per the prescribed classification criteria of the Tourism Department.
- b) Once the Home stay unit applies for registration or classification or re-classification, it has to be ready for inspection. No requests for deferment of inspection shall be entertained.
- c) Upon receipt of applications, the Tourism Department shall undertake physical verification of Home the stay unit and evaluate the surrounding environment, hygiene, cleanliness, safety and security provided to the tourist, presence of facilities and services as per the checklist provided in **Annexure IV**. If found satisfactory with the facilities, the inspection team which shall be constituted under Tourism Department shall recommend to the Director, Tourism Department for the classification of the Home stay unit, taking into consideration the marking criteria provided at **Annexure V**. The checklist should be duly filled in and signed on all pages and submitted to Tourism Department with the application.
- d) Based on the observations made by the inspection team and subject to the approval given by the Director, Tourism Department, the Home stay unit will be certified under the prescribed classification norm and registered by Tourism Department.

- e) Home stay units fulfilling all the essential conditions prescribed under these guidelines and meeting the required criteria in the checklist of facilities and quality of the accommodation provided, will issue certificate of registration as per form given in **Annexure-III**.
- f) The member of Home stay units should undergo a training programme on "How to manage a home stay " to be conducted by Tourism Department or service providers after registration of their Home stays unit within one month time.
- g) Once the Certificate of Registration is obtained from the Tourism Department, the applicant is required to register the Home stay unit with the Panchayat or Municipal bodies.

10. EXPIRY OF CERTIFICATE OF REGISTRATION AND CLASSIFICATION

- a) Registration and Classification shall be valid for a period of 3 (three) years from the date of issue of orders of registration or in case of reclassification, from the date of expiry of the last classification, provided that an application has been received at least 3 months before the expiry of the last classification.
- b) On expiry of 3 years from the date of issue of orders of registration, or in case of reclassification from the date of expiry of the last classification, the registration of the Home stay Units should be renewed on payment of renewal fee as fixed by the Government from time to time, at least before 60 days of expiry of registration
- c) The renewal fee shall be payable by the applicant in the form of a Demand Draft (DD) in favour of Tourism Department, Government of Tripura, drawn on any nationalized bank or scheduled bank and payable at Agartala or in cash.
- d) In case the applicant has failed to pay the prescribed renewal fee within the specified time, Tourism Department shall have the right to take any action including cancellation of the registration/classification and take legal action against the Home stay owner or his legal representative, as the case may be.

11. REFUSAL AND CANCELLATION OF REGISTRATION:

Tourism Department may, by an order in writing:

- a) Refuse registration of a Home stay unit, if the applicant is convicted of any offence under any law providing for prevention of hoarding, smuggling, profiteering, or any adulteration of food or drug, under Chapter XIII and XIV of the Indian Penal code, 1860 or
- b) Remove the name of a Home stay unit from the register and cancel the Certificate of Registration, on any of the following grounds, namely:
 - If the Home stay unit ceases to cater to the tourists;
 - If the Applicant is convicted of any offence punishable under the relevant sections of the Indian Penal Code, 1860 or under any law providing for the prevention of hoarding, smuggling, profiteering or adulteration of food

- and drugs or corruption or any other law for the time being in force;
 - If the owner or the Home stay unit under question is blacklisted by the State Government;
 - In case of overcharging, unhygienic conditions, misbehavior, malpractices and failure to maintain required standards;
 - If the applicant has failed to pay the renewal fee within the prescribed time limit.
 - Indulge or allow such activity that adversely affects the privacy and rights of the neighbors and residents of the locality.
- c) No application for registration shall be refused or certificate of registration be cancelled, unless the person applying for registration and the person whose certificate of registration is to be cancelled, has been afforded a reasonable opportunity of being heard.
- d) After the cancellation of certificates of registration, Prescribed Authority shall direct forthwith, the removal of such unit from the register.

12. GENERAL TERMS AND CONDITIONS AND CODE OF CONDUCT FOR APPROVAL AND REGISTRATION / CLASSIFICATION OF HOME STAY UNIT

Tourism Department has framed certain guiding principles that should be followed by the home stay owners. These are illustrated as a Code of Conduct and would include the following:

- a) **The house** shall be in a good, stable and safe condition. There should be a provision of electricity and a clean water supply. The design and building materials shall reflect the vernacular architecture and local identity. Comfortable bed, good quality linen and bedding. Clean linen, pillow, pillow cases and towel should be provided. Adequate provision of storage for the luggage of the guests should be arranged.
- b) **The Toilet:** Preferably provide a western type of toilet/ bathroom attached to the guestroom with basic toilet and bathroom facilities. The bathroom should be clean, airy, pest free, without dampness and with required ventilation with exhaust fans. The guest should be provided with cold and hot water for bathing. Guest toiletries and bath towel, hand towel (minimum one) to be provided per guest.
- c) **Kitchen:** The Kitchen shall be in good, clean condition and well ventilated. Kitchen utensils shall be in good condition, clean, and kept in a dry place
- d) **Cuisines :** Meals form a very integral part of the stay in home stays. The local cuisine should be preferably served to the guests. At times delicious organic food should be picked fresh and cooked straight from the garden or farm.
- e) **Hygiene and Safety:** The host family should maintain their personal hygiene well. Family members and others involved in food preparation or service shall have good personal hygiene and be properly attired. Guests

shall only be served with safe drinking water. All rooms, kitchen and toilets shall be kept clean and free of odor, dirt, dust, cobwebs etc.

- f) **Waste Management:** Dustbins should be kept in rooms, toilets, common areas and outside the home stay. All dry wastes like plastics, glass, papers, etc. shall be collected and placed into the street dustbins and the hosts shall strictly adhere to the Municipal or ULL norms.
- g) **Local Activities:** Home stays and the local community should organize various activities as per the geographic location and socio-cultural milieu of the place. The involvement of local community and other training of local youths will be crucial.
- h) **Basic communication with the Guest:** The Host must be polite and greet the guests with warmth and provide the best form of traditional hospitality. The host must wear decent & clean clothes and should respect the cultural ethos of travelers. The host should not take any action or use any words, which make the guests uncomfortable.
- i) Every Home stay unit shall follow the prescribed guidelines in this regard, maintain the basic infrastructure and quality standards, as per the selected classification criteria, and adhere to the code.
- j) If any dispute arises between the house owner and the tourists, the matter will be brought to the notice of the Tourism Department for resolution. The decision of Prescribed Authority, Tourism Department, shall be final and binding.
- k) The classified Home stay units are expected to maintain required standards at all times. The Department could inspect the same, at any time, without any notice. If any serious deficiency is reported, Tourism Department is free to take any action including cancellation of the classification.
- l) Any deficiencies/rectification pointed out by the State Classification Committee will have to be complied within the stipulated time, which will be allotted in consultation with the representatives of the establishment during inspection. Failure to do so will result in rejection of the application.
- m) Any changes in the facilities of the unit shall be reported to the Tourism Department, within 30 days. If any such violation comes to the notice of the State Classification Committee, then the classification will stand withdrawn/terminated.
- n) If the owner or his legal representative wishes to cancel the registration of the Home stay unit, he/she may apply to the Prescribed Authority, Tourism Department on a plain paper.
- o) The owner shall maintain a register for letting out the rooms to the tourists, which can be inspected by the authorized officer.
- p) The owner shall maintain proper GST bill book for issuing the bills to the tourists.
- q) Government of Tripura reserves the right to modify the guidelines or terms and

conditions from time to time, for the betterment and well-being of the industry.

- r) Home stay owners shall submit monthly visitor report to the Director, Tourism Department.
- s) Every registered home stay unit shall maintain the following books and register, approved by Tourism Department and upon demand or request by the Tourism Department /Prescribed Authority, shall produce the following records namely:
 - Complaint or suggestion book kept at the reception or lobby or living room of home stay.
 - Guest or tourist visitor register.
 - GST Bill book duly numbered in triplicate, if applicable.
 - Receipt book duly numbered in duplicate for receipt of payments or advance.

13. BOOKING PROCEDURES

- a) Upon registration with Tourism Department, the home stay owners or their legal representatives may advertise their Home stay on their website or through online travel portal for booking in their own cost. It is the responsibility of the Home stay owners or their legal representatives to take the guests' contact details, confirmed arrival and departure times etc.
- b) Tourism Department would promote home stay units through its social media pages, website and its brochures. Individual home stay are encouraged to get them registered in the travel portal platforms such as makemytrip, OYO Room, AirBnB and other travel portals.

14. DISPLAY OF INFORMATION AND DOCUMENTS TO BE MAINTAINED BY THE HOME STAY OWNERS

Every registered home stay unit should display, at a conspicuous place, in respect of his Home stay, at the entrance of the Home stay or at the reception counter, on a notice board the following information, duly painted:

- i. Name of home stay/accommodation unit
- ii. Registration certificate
- iii. Rates approved by the Government
- iv. Emergency contact numbers
- v. Classification of hotel/accommodation unit

15. MONITORING AND EVALUATION OF HOME STAYS

The State Government may conduct regular monitoring and evaluation of home stay unit, this would ensure consistent efforts to provide assured service standards, so that assured minimum standards are continued to be maintained in these home stay units.

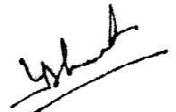
16. INCENTIVES AND CONCESSIONS

In order to avail incentives, only home stay units duly registered with the Tourism Department would be eligible for the following incentives:

- a) Use of Tripura Tourism Brand for marketing.
- b) The rate of property tax will be those prescribed by the appropriate authorities for residential purposes.
- c) Government would facilitate in getting loans from the financial institutions for the improvement of the existing houses for its conversion into Home Stay.
- d) Tourism Department would arrange continuous training programmes for the home stay owners or their legal representatives in essential areas including staff proficiency, food handling, safety and hygiene.
- e) Tourism Department shall publish on its web site, free of charge, the list of all approved home stay units and shall also print a brochure of the registered home stay units and make it available in its tourism kiosks/ centers.
- f) Exposure through travel, trade fairs and B2B may also be arranged by the Government
- g) Annual Awards for home stay units shall also be arranged by the Government

17. **RESPONSIBLE TOURISM:**

As initiatives to promote 'responsible tourism', home stay unit owners, their legal representatives and their guests are responsible for ensuring safety, privacy and dignity of the areas they are staying. Their clients are also expected to respect the local culture and practices of the areas. They are required to ensure safety, conservation and preservation of the State's flora and fauna from their clients.


Director, Tourism &
Managing Director,
TTDCL.

Annexure I

**APPLICATION FORM FOR REGISTRATION OF HOME STAY ESTABLISHMENT
RULES 2024**

1. Name of Applicant
2. Age
3. Academic qualification
4. Father's name
5. Address/Phone no.
6. Name of proposed unit
7. House Details_
 - a. Area of existing house
 - b. No of rooms
 - c. No of bathrooms/toilet
 - d. Additional facilities if available
8. Distance of Home stay establishment in km from:
 - a. Airport
 - b. Railway station
 - c. Nearest Bus stand
 - d. Nearest Shopping Centre
 - e. Nearest Hospital/Dispensary

Yours faithfully,

Passport size
photograph

Full Name /Full Address/Phone number

ANNEXURE II

To
The Director,
Tourism Department,
Government of Tripura

UNDERTAKING

I have read and understood all the terms and conditions of the Registration of **Tripura Home Stay Establishment Rules, 2024** and hereby agree to abide by them. The formation and documents provided are correct and there to the best of my knowledge, I am also willing to undergo any training programme conducted periodically by the Department or service providers to improve the service in my Home Stay.

Signature and name of the owner/
legal representative of owner, in block letters.

Place:

Date:

ANNEXURE III

GOVERNMENT OF TRIPURA
TOURISM DEPARTMENT
Swetmahal, Agartala

No.....

Dated.....

CERTIFICATE OF REGISTRATION

This is to certify that home stay of Shri/Smt.
..... located
at.....has been registered
under the Registration of Home Stay Establishment Rules, 2024 vide
Registration
number.....

Serial no..... Volume No.....

Director

**Tourism Department
Government of Tripura**

ANNEXURE IV

CHECKLIST FOR APPROVAL AND CATEGORIZATION OF HOMESTAY UNITS

1. Front Sitting Area/Lobby

- a) Adequate ventilation and natural or artificial lighting;
- b) Adequate, good quality furniture and in good condition;
- c) Clean, spacious, and well-maintained lobby / front sitting area.

2. Bed Rooms

- a) Minimum 1 lettable rooms & maximum 5 rooms (10 beds) with attached bathrooms. All rooms should be clean, airy, pest free, without dampness and with good ventilation;
- b) Bed rooms are suitably spaced for single or double accommodation.
- c) Well maintained and well equipped with quality carpets/area rugs/tiles or marble flooring, furniture etc. in keeping with the traditional lifestyle;
- d) Clean, comfortable beds with rubberized or cotton mattresses or foam rubber pillows and good quality linen;
- e) Width of the single bed should not be less than 3 ft and width of the double bed should not be less than 4.6 ft;
- f) Serviceable and safe locks with keys on each door leading out of the bed room;
- g) Windows suitably curtained or fitted with blinds or equivalent;
- h) If air conditioning is not provided all bed rooms should have electric fans;
- i) Internal telephone or call bell system for the convenience of guest;
- j) A dressing table with mirror, wardrobe or wall cupboard and/or cloth hangers must be available;
- k) Fresh linen should be provided and bed linen should be changed atleast once in 2 days;
- l) An iron and an ironing board should be made available on request;
- m) Air conditioning /heating depending on climatic conditions with room temperature between 20 to 25 degree Celsius;
- n) A 15 amp earthed power socket in the guest room;
- o) Wardrobe with at least 4 cloth hangers in the guest room;
- p) Shelves or drawer space in the guest rooms;
- q) Complimentary aqua guard/RO/Mineral water;
- r) Name, address and telephone numbers of doctors;
- s) Safe keeping facilities.

3. Bathrooms

- a) Each bathroom shall be sufficiently spaced with adequate ventilation having exhaust fans.
- b) Western WC toilet to have a seat and lid, toilet paper;
- c) Every toilet should be in a good working condition;
- d) Every bath room should have over-head showers in good working condition;

- e) Bathroom floors should be clean, and of non-skid impervious materials;
- f) Bath room walls should be preferably tiled up to 5ft in height or plastered with smooth cement;
- g) Bathrooms should have wash basin, mirror, towel rail, cloth hooks etc;
- h) Good quality, absorbent towels should be provided;
- i) 24 hours running hot and cold water with water saving taps/shower with proper sewage connections.

4. Dining Area

- a) Clean, well maintained separate dining area with good quality comfortable tables and chairs;
- b) With good quality cutlery, crockery, tableware and table linen.

5. Kitchen

- a) Well maintained smoke free, clean and hygienic, odor free, pest free kitchen and well-ventilated kitchen;
- b) Adequate food storage facilities;
- c) An exhaust fan to remove hot air and other odors from the kitchen;
- d) A fire extinguisher or fire blanket should be available in the kitchen;
- e) All drainage in and around the kitchen should be clean, kept covered and lead to a soakage pit.

6. Windows and ventilation:

- a) Every bedroom should have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, an approved ventilation system should be provided;
- b) Windows should be well fitted, easy to open and shut, and remain open.

7. General

- a) Guest register with names, addresses, passport number in the case of foreigners and Government issued ID Cards for Indians, with dates of arrival/departure etc. for references to be maintained;
- b) First aid facilities should be available;
- c) Adequate fire precaution and firefighting equipment's in good working order to ensure safety of guests;
- d) Garbage should be stored in covered bins until it is disposed as per relevant laws;
- e) Adequate parking facilities for vehicles;
- f) Homestay unit to be covered by an insurance policy including public liability, against any liability claim by guests;

ANNEXURE V
SCORE SHEET

Criteria	Max Marks	Allocation of Marks	Mark obtained
Location	10	Places of tourist attraction (6), located at scenic place/estate (4)	
Exterior and surroundings	10	Exterior environments (4), Approach (1), Landscaping (2), Exterior lighting (2) Parking (1)	
Type of Building	8	Heritage building, Farm houses, Estate Bungalows (8), New construction in traditional Architecture (6), Normal RCC Structure (4), Old tiled houses without much heritage value (4)	
Guest Rooms	12	Furniture (6), Furnishings (2), Decor (2), Room facilities and amenities (2)	
Bathrooms	8	Facilities (2), fittings (2), Linen (2), Toiletries (2)	
Public Area	4	Furniture and Furnishings (2), Decor (2)	
Food	6	Traditional cuisine (2), Choice of cuisine (2), Food quality (2)	
Kitchens	6	Cleanliness (2), State of repair (2), Food Storage (2)	
Cleanliness	10	Overall impression	
Hygiene	10	Overall impression	
Safety and Security	4	Public area and room security (2), Signage (2)	
Communications	2	Phone service (1), Internet access (1)	
Eco friendly practices	10	Waste management, recycle, no plastics (5) Water conservation, harvesting (2), Pollution Control- air, water, sound, light (2), Alternative energy usage (1)	
Total	100		

Class A (Gold House)- 75 and above, Class B (Silver House)-60-74, Class C (Bronze House)-50-59, Not qualified – Less than 50.